

CLAIM AMENDMENTS

IN THE CLAIMS

This listing of the claims will replace all prior versions, and listing, of claims in the application or previous response to office action:

1. (Currently Amended) A method of providing a verbal dialog interface for a caller to an automated self-service “how to use” (HTU) call system, comprising the steps of:

grouping services/products into categories;

associating one or more HTU topics with each service/product;

storing at least one HTU dialog module for each topic, such that the dialog module can be played as a voice message of HTU instructions to the caller, wherein HTU instructions include instructions about how to use a particular service or product;

wherein some topics have more two or more dialog modules to be played as a set, different topics having different numbers of dialog modules; depending on the length of the instructions;

during a call from a caller, prompting the caller to name or describe a service/product or to ask for a list of services/products, and receiving a response from the caller;

in response to the prompting step, recognizing the caller’s response such that unsupported services/products are recognized and an appropriate message is played;

in response to the prompting step, if the caller asks for a list of services services/products, providing a spoken list of categories and receiving a response from the caller;

in response to either the preceding prompting or providing step, ~~recognizing the caller’s response, and~~ determining if ~~the caller’s response~~ a response from the caller is to be disambiguated;

disambiguating the response by determining if the response corresponds to a category having more than one service/product, and if so, providing a list of services/products within that category, prompting the caller for a response, and recognizing the caller’s response;

based on one or more of the caller's responses, recognizing the caller's selected service/product;

providing the caller with a list of topics associated with the selected service/product and recognizing the caller's selected topic; and

~~providing the instructions~~ playing to the caller the HTU instructions in the at least one HTU dialog module ~~associated with~~ stored for the selected topic, such that if the selected topic has two or more ~~than one~~ associated dialog module to be played as a set, the caller may request to have the HTU instructions in any selected HTU dialog module in the set repeated;

wherein each of the above the prompting and providing steps are part of a unique dialog module associated with that step, such that each dialog module has at least one timeout process and at least one retry process.

2. (Currently Amended) A method of providing a verbal dialog interface for a caller to an automated self-service "how to use" (HTU) call system, comprising the steps of:

grouping services/products into categories;

associating one or more HTU topics with each service/product;

storing at least one HTU dialog module for each topic, such that the dialog module can be played as a voice message of HTU instructions to the caller, wherein HTU instructions include instructions about how to use a particular service or product;

wherein some topics have more two or more dialog modules to be played as a set, different topics having different numbers of dialog modules; ~~depending on the length of the instructions~~;

during a call from a caller, prompting the caller to select a service/product for which the caller desires HTU instructions, and receiving one or more service/product responses from the caller;

~~to name or describe a service/product or to ask for a list of services/products~~;

~~in response to the prompting step, if the caller asks for a list of services, providing a spoken list of categories~~;

~~in response to either the preceding prompting or providing step, recognizing the caller's response, and determining if the caller's response is to be disambiguated;~~

~~disambiguating the response by determining if the response corresponds to a category having more than one service/product, and if so, providing a list of services/products within that category, prompting the caller for a response, and recognizing the caller's response;~~

based on one or more of the caller's responses, recognizing the caller's selected service/product;

providing the caller with a list of topics associated with the selected service/product and recognizing the caller's selected topic; and

~~providing the instructions~~ playing to the caller the HTU instructions in the at least one HTU dialog module ~~associated with~~ stored for the selected topic, such that if the selected topic has two or more ~~than one~~ associated dialog module to be played as a set, the caller may request to have the HTU instructions in any selected HTU dialog module in the set repeated.

3. (Currently Amended) The method of Claim 2, further comprising ~~wherein the step of prompting the caller to name or describe a service or product is preceded by a prompt~~ prompting the caller for the caller's phone number.

4. (Original) The method of Claim 2, wherein the dialog interface is for a telephone call system.

5. (Currently Amended) The method of Claim 2, wherein at least one response from the caller is analyzed ~~the recognizing steps are performed~~ using natural language speech recognition techniques.

6. (Currently Amended) The method of ~~Claim 2~~ Claim 21, wherein at least one of the prompting-and-providing steps of (a) prompting the caller to name or describe a service/product or to request a list of services/products and (b) providing a list of categories to the caller if the caller requests a list of services/products ~~include~~ includes at least one timeout process.

7. (Currently Amended) The method of ~~Claim 2~~ Claim 21, wherein at least one of the prompting-and-providing steps of (a) prompting the caller to name or describe a service/product or to request a list of services/products and (b) providing a list of categories to the caller if the caller requests a list of services/products ~~include~~ includes at least one retry process.

8. (Currently Amended) The method of Claim 2, further comprising, in response to receiving one or more service/product responses from the caller, wherein in response to the step of prompting the caller to name or describe a service/product, recognizing the service/product selected by the caller, determining whether the selected service/product caller's response such that is an unsupported service/product, topics are also recognized and playing an appropriate message to the caller if the service/product is an unsupported service/product is played.

9. (Currently Amended) The method of Claim 2, wherein the step of providing the caller with a list of topics ~~is performed by~~ includes listing the topics in order of frequency of being requested.

10. (Currently Amended) The method of Claim 2, wherein the selected service service/product is a pricing service, and ~~of ensuring the method further comprises determining whether~~ the caller's phone number is stored.

11. **(Currently Amended)** The method of Claim 2, further comprising the step of prompting the caller for a survey response, after the step of **providing playing** the HTU instructions to the caller.

12. **(Currently Amended)** The method of Claim 2, further comprising ~~wherein the prompting and providing steps include means for~~ recognizing a spoken request by the caller for help, and ~~of~~ providing help information to the caller corresponding to the prompting or providing step.

13. **(Currently Amended)** A system for providing a verbal dialog interface for a caller to an automated self-service “how to use” (HTU) call system, comprising:

~~a database for storing at least the following interactive dialog modules and processes:~~

a Get Service Name module ~~for prompting configured to prompt~~ the caller to name or describe a service/product or to ask for a list of services/products, and for recognizing the caller’s response;

a Get Category Name module ~~for providing configured to provide the caller with a~~ list of service/product categories in response to the preceding step, to receive a selection from the caller, and ~~for recognizing to recognize~~ the caller’s selection from the list of categories;

~~a Need Disambiguation decision process for determining whether the caller has responded with a category having more than one associated service/product;~~

~~a Disambiguation process for providing a list of services/products, and for recognizing the caller’s spoken selection from the list;~~

a Get Information ~~process for providing module configured to provide~~ the caller with a list of topics associated with a selected service/product, and ~~for recognizing to recognize~~ the caller’s selected topic;

Information modules for providing the caller with verbal HTU instructions associated with the selected topic, the HTU instructions including instructions for using a particular service or product; and

wherein at least one topic has more than one associated Information module, different topics having different numbers of Information modules, based on the length of the instructions;

~~at least one What-Next module, operable each Information module, for prompting the caller to ask for a repeat of the instructions or to command a stop, and for recognizing the caller's response; and~~

~~an interactive voice recognition system for performing the above prompting, providing, and recognizing steps.~~

14. (Currently Amended) The system of Claim 13, further comprising at least one Survey module, operable to ~~follow a What-Next module, for prompting~~ prompt the caller to speak a response to a survey question, and ~~for recognizing~~ to recognize the caller's response.

15. (Currently Amended) The system of Claim 13, wherein ~~each module~~ at least one of the modules contains at least one timeout process.

16. (Currently Amended) The system of Claim 13, wherein ~~each module~~ at least one of the modules contains at least one retry process.

17. (Currently Amended) The system of Claim 13, wherein ~~each module~~ at least one of the modules is ~~programmed~~ configured to recognize ~~the caller's~~ a spoken request by the caller for help, and to provide verbal help information corresponding to that module.

18. (Currently Amended) The system of Claim 13, wherein the list of topics is presented to the caller in order of frequency of being requested.

19. **(Currently Amended)** The system of Claim 13, further comprising an Unsupported Service module ~~for recognizing~~ configured to recognize whether the caller has ~~spoken requested~~ an unsupported service, and ~~for providing to provide~~ an appropriate verbal message to the caller in response.

20. **(Currently Amended)** The system of Claim 13, further comprising a Pricing module ~~for recognizing~~ configured to recognize the caller's a request by the caller for pricing, and ~~for transferring to transfer~~ the caller to a source of pricing information.

21. **(New)** The method of Claim 2, wherein prompting the caller to select a service/product and receiving one or more service/product responses from the caller comprises:

prompting the caller to name or describe a service/product or to request a list of services/products;

if the caller requests a list of services/products, providing a list of categories to the caller;

identifying a response from the caller that corresponds to a particular category having more than one service/product; and

disambiguating the identified response, wherein the disambiguating includes providing a list of services/products within the particular category and prompting the caller for a selection.

22. **(New)** The system of Claim 13, further comprising:

a Need Disambiguation decision module configured to identify whether the caller has selected a particular category having more than one associated service/product; and

a Disambiguation module configured to provide the caller with a list of services/products associated with the particular category from which to select.